

# **APPENDIX C: Grievance Procedure**

## **City of Crawfordsville, Indiana**

### **Grievance Procedure under the Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Crawfordsville. The City of Crawfordsville’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant or his or her designee, or both, as soon as possible but no later than 60 calendar days after the alleged violation to:

**Director**  
**Department of Planning and Community Development**  
City of Crawfordsville  
300 E. Pike Street  
Crawfordsville, IN 47933

### **AND**

City of Crawfordsville  
Board of Public Works and Safety  
300 E. Pike Street  
Crawfordsville, IN 47933

Within 15 calendar days after receipt of the complaint, the director or assigned designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the director or assigned designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the City of Crawfordsville’s position and offer options for substantive resolution of the complaint.

If the response by Department of Planning and Community Development’s Director or assigned designee does not satisfactorily resolve the issue, the

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complainant or his or her designee, or both, may appeal the decision within 15 calendar days after receipt of the response to the City of Crawfordsville Board of Works & Safety, or assigned designee.

Within 15 calendar days after receipt of the appeal, Board of Public Works & Safety assigned designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the *City of Crawfordsville* will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Department of Planning and Community Development Director or assigned designee, appeals to the **City of Crawfordsville** or assigned designee, and responses from these two offices will be retained by the **City of Crawfordsville** for at least three years.

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